

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

April 13, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	QI versus QA Presentation	E. Dominguez
III	9:30 – 9:40	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
IV	9:40 – 9:55	PRO ➤ Grievance, Appeals Process & Informing Materials ➤ Change of Provider Log	M. Hernandez T. Cannady
V	9:55 – 10:00	Policy Update – Office of Compliance	R. Faveau
VI	10:00 – 10:05	Cultural Competency Updates	S. Chang Ptasinski
VII	10:05 – 10:15	EQRO Review, PIPs, QI Policy, RAND QI Training QI Evaluation Report & Work Plan Update, Test Calls – 2014 SA QI Project Summary Report	N. Kasarabada
VIII	10:15– 10:25	Provider Directory Update MHSIP Survey – Spring 2015 & MHSIP April 2014 Report	V. Joshi
IX	10:25 – 10:30	Announcements:	

Next Meeting

May 11, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 9th Floor Conference Room

Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	April 13, 2015	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Anahid Assatourian; Aprill Baker; Bertrand Levesque; Caesar Moreno; Carol Eisen; Cecilia Gallerito; David Crain; Debra Mahoney; Debi Berzon-Leitelt; Elizabeth Owens; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Jessica Wilkins; Jonathan Pattow; Kimber Salvaggio; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michael Boroff; Michael Tredinnick; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Nicholas Pisca; Randolph Faveau; Sandra Chang-Ptasinski; Tonia Jones; Vandana Joshi			
Excused/Absent Members	Alan Lert; Ann Lee; Barbara Paradise; Elisabeth Gildemontes; Emilia Ramos; Karen Lee; Leticia Ximenez; Michelle Munde; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The March minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QI Versus QA Presentation	<p>Ms. Dominguez presented on QI versus QA. Ms. Dominguez stated that as part of DMH's Contract with the State Department of Health Care Services (SDHCS), it must have a Quality Management (QM) Program. The QM Program is the umbrella under which all other quality activities are conducted. These activities include:</p> <ul style="list-style-type: none"> • Quality Improvement • Quality Assurance • Utilization Management • Utilization Review <p>QI is a systematic, deliberate, and continuous process and effort to improve the services we provide to individuals.</p> <p>Systematic: The process is based on an organized and structure "problem-solving" approach.</p> <p>Deliberate: In order for QI to be successful, there must be belief in it, effort must be given to promoting its sustainability, and it must permeate and connect everything the organization does.</p> <p>Continuous: It is virtually a never-ending process—basic mantra: "no matter how good we think we are doing, there is always room for improvement."</p>		E. Dominguez

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Clinical Quality Improvement OMD Report PRO	Ms. O'Donnell provided information on the GO Live date for DATIX online event reporting system on May 4 th for Directly Operated (DO) programs. Estimated time frame for contract providers implementation will follow mid or late June.	Datix will provide three manager training sessions by webinar for both directly operated and contract providers. Dates are as follow: April 21 st from 10:30 – 12:00 Noon April 28 th from 1:00 – 2:30 pm April 29 th from 10:30 – 12:00 Noon	M. O'Donnell
	Policy 202.18 is updated. A draft will be distributed in the near future.		
	Dr. Crain is working closely with CIOB staff to better assist managers regarding the accessibility of receiving the RSA token to access the SI system.	For any questions regarding the RSA token please contact Dr. Crain at 213 – 351-6633.	D. Crain
	Mr. Hernandez reported an update on Policy 202.29. He defined the difference between Grievance and Appeals, and explained the process of how to handle Grievance and Appeals.		M. Hernandez N. Kasarabada
	Mr. Hernandez stated that the complaint on cultural sensitivity related issue was reported on the Change of Provider Log and this is being addressed with QID and SA administration.	PRO is working in conjunction with QID and WET division to develop trainings related to Cultural Competency and improve clinician's skills in the area of cultural sensitivity. An announcement will be made once the training is scheduled within this Fiscal Year.	
	Dr. Kasarabada stated that grievance and appeals data is reported in the QI Evaluation and the QI Work Plan report.		
	Mr. Hernandez distributed and provided an update on Service Request Log & "Beneficiary Acknowledgement of Receipt". He announced that PRO will be randomly selecting fifteen (15) agencies to collect a randomized sample of completed "Beneficiary Acknowledgement of Receipt" forms.	The submission of these copies will be used to ensure that the Local Mental Health Plan (LMHP) is complying with Federal and State Regulations.	M. Hernandez

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Policy Update-Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Cultural Competency Updates	<p>Dr. Chang Ptasinski shared information that will be taken to the SA QIC meetings for the six Under Represented Ethnicity Population (UREP) subcommittee's projects. The six UREP subcommittees are below:</p> <p>African American American Indian/Alaska Native Asian Pacific/Islander Eastern European/Middle Eastern Latino Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ)</p> <p>Currently work is in progress on the following projects - a brochure on Mental Health Awareness Campaign, Media Campaign in the form of radio shows, Promotores de Salud Research project, and also the LGBTQ survey.</p> <p>Dr. Chang stated that on the Response to the LA County Board of Supervisors Regarding Possible Creation of a Health Agency Draft Report "Cultural Competency" is mentioned twice. The report is 67 pages long and the first time cultural competency is mentioned is on page 50. The term "culturally and linguistically competency" is mentioned once in the report, on page 32.</p>		S. Chang Ptasinski

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
EQRO Review, PIPs, QI Policy, RAND QI Training, QI Evaluation Report & Work Plan Update,	<p>Dr. Kasarabada briefly talked about the conference calls held with EQRO and staff from SA 7 and SA 8 regarding specific sessions. Dr. Kasarabada thanked Dr. Joshi for preparing the QI Evaluation and the Performance Outcomes Report.</p> <p>Dr. Kasarabada distributed a handout on RAND presentation, and shared information regarding the two PIPs. (CSEC) is a Clinical PIP, there will be a training provided to clinicians to be trained from January to May 2015. The Non-Clinical PIP is an application that was initiated by Dr. Joshi and her team in conjunction with ISD, and CIOB. This application - Vacancy Adjustment Notification System (VANS) was initially started in SA 4.</p>	<p>Dr. Kasarabada requested QI Chairs and Co-Chairs to share the QI Work Plan and the QI Evaluation report with their providers.</p> <p>For the Clinical PIP clinicians will be trained in different programs. At this point discussions are being held with Ms. Boykins and her staff on Outcome Measures for different settings – Outpatient, Juvenile Hall, and FSP.</p> <p>QI policy has been approved and uploaded to the PSBQI website. The changes were reviewed.</p>	N. Kasarabada
Test Calls 2014	<p>One of the important QI processes is to improve the methodology for data collection so as to address specific areas for QI.</p>	<p>ACCESS team suggested to include the reasons for satisfaction or dissatisfaction. Both the name of the caller and the name of the person for whom services are requested can now be entered. These changes were made to the Test Calls Survey Form.</p>	N. Kasarabada
SA QI Project Summary Report	<p>Dr. Kasarabada thanked Ms. Ditko for all the trainings she led.</p>	<p>Thanks to all members for the collaboration on the SA QI project. A two page narrative for the final data tables is uploaded to the PSBQI website.</p>	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP Survey-Spring 2015 & MHSIP April 2014 Report Provider Directory (PD) Update	<p>Dr. Joshi announced that the MHSIP survey dates are May 11-15. Dr. Joshi and QID SA Liaisons will provide a presentation on the State Performance Outcomes training.</p> <p>The Provider Directory is final and is posted on the PSBQI website. Dr. Pisca will be performing all electronic updates.</p>	<p>Surveys have been uploaded to the PSBQI website, Surveys are fillable. Deadline to drop off surveys is May 29th. QID has ordered for the printed surveys with provider number pre-printed to be delivered to providers.</p> <p>For any changes please contact Dr. Pisca he will be performing all electronic updates.</p>	V. Joshi
Announcements:	The CSEC training dates were announced and the flyer was distributed		
Handouts:	<ul style="list-style-type: none"> ➤ Power Point presentation on QI versus QA ➤ RAND Power Point Presentation on Getting to Outcomes for Quality Programs ➤ Policy and Procedure Policy 105.01 ➤ Save the Date Commercial Sexual Exploitation of Children (CSEC) Training Flyer ➤ Service Area Test Calls to ACCESS Line Form ➤ Policy/Procedure Update April 13, 2015 ➤ Beneficiary Problem Resolution Process P&P 202.29 and Quality Assurance Bulletin 		
Next Meeting:	May 11, 2015		

Respectfully Submitted,

Naga Kasarabada, Ph.D.